**Northern Education Trust**

Post: Student Services Receptionist

**PERSON SPECIFICATION**

|  |  |  | **Assessed by:** | |
| --- | --- | --- | --- | --- |
| **No** | **Categories** | **Essential / Desirable** | **App Form** | **Interview / Task** |
| **QUALIFICATIONS** | | | | |
| 1. | 5 Level 2 or equivalent (A\*-C GCSE) qualifications including English and Maths | E | ✓ |  |
| 2. | Willingness and ability to obtain and/or enhance qualifications and training for development in the post | E | ✓ |  |
| **EXPERIENCE** | | | | |
| 3. | Experience of working in a busy office/reception area | E | ✓ |  |
| 4. | Experience of working in a school environment | D | ✓ |  |
| **ABILITIES, SKILLS AND KNOWLEDGE** | | | | |
| 5. | Excellent verbal and written communication skills | E | ✓ | ✓ |
| 6. | Excellent listening skills | E | ✓ | ✓ |
| 7. | Ability to respect and maintain confidentiality | E | ✓ | ✓ |
| 8. | Good working knowledge of standard computer packages (word processing, databases, email and spreadsheets etc) | E | ✓ | ✓ |
| 9. | Ability to provide professional and effective reception service to all students, visitors and staff | E | ✓ | ✓ |
| 10. | Efficient and effective organisational skills | E | ✓ | ✓ |
| 11. | Ability to relate to students in a pleasant and sympathetic manner and to recognise potential safeguarding issues | E | ✓ | ✓ |
| 12. | Understanding of Academy child safeguarding procedures | D | ✓ | ✓ |
| **PERSONAL QUALITIES** | | | | |
| 13. | Pleasant and friendly manner | E | ✓ | ✓ |
| 14. | Polite and punctual | E | ✓ | ✓ |
| 15. | Reliable | E | ✓ | ✓ |
| 16. | A commitment to working as part of the whole school team and supporting the vision and aims of the school | E | ✓ | ✓ |

NET is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.